Resolving Wage and Contribution Errors – Employer User QRG

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Use the *Resolving Wage and Contribution Errors – Employer User Quick Reference Guide (QRG)* to aid in viewing and resolving wage and contribution errors in the Employer Reporting and Maintenance (ERM) application.

If a wage and contribution transaction entered into ERM contains errors, it is placed in the Exception Queue. Errors must be corrected before payment for the transaction can be processed. There are two ways errors can be resolved:

1. The Exception Queue
2. Through the Submission Reports section of the ERM application

Resolving Wage and Contribution Errors Topics Covered:

→ Viewing and Resolving Wage and Contribution Errors via the Exception Queue

→ Viewing and Resolving Wage and Contribution Errors via the Submission Reports Section

Viewing and Resolving Wage and Contribution Errors via the Exception Queue

To view the Exception Queue:

1. Select the appropriate Submission Unit from the grid and click the **Next** button to access the Home Dashboard for the selected Submission Unit.
2. Click the applicable hyperlink in the “Exception Type” column of the Exceptions Summary section. The exception then displays in the appropriate Exception Queue tab for the selected hyperlink (Figure 1).

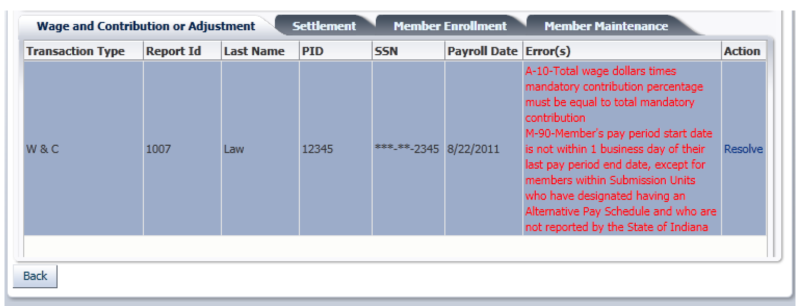

Figure 1: Wage and Contribution or Adjustment Exception Queue

To resolve an error:

1. Click the applicable *Resolve* hyperlink in the “Action” column of the table. A transaction summary opens (Figure 2).
2. Locate the data field(s) containing errors.
3. Type the corrected information into the field(s).
4. Click the **Save and Revalidate** button to re-submit the transaction for validation against a set of business rules.
5. Once the transaction passes validation, process the transaction for payment by accessing the Submission Reports section of the ERM application.

NOTE: If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.

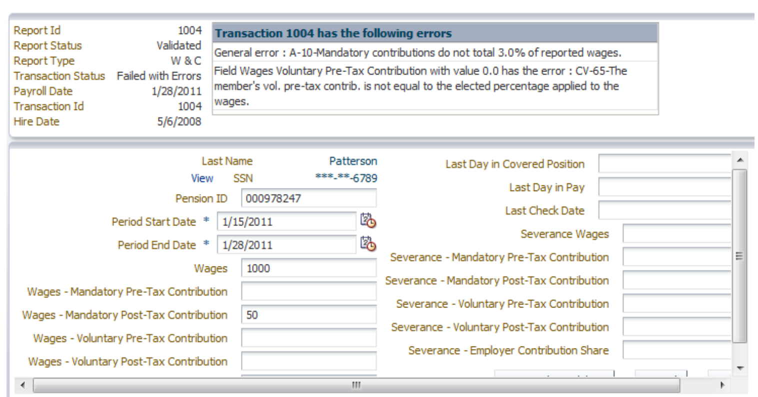

Figure 2: Transaction Summary

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Viewing and Resolving Wage and Contribution Errors via the Submission Reports Section

To view exceptions via the submission reports section:

1. Choose “Wage and Contribution” from the left-hand side Navigation Menu. Choose “Submission Reports” from the drop-down menu.
2. Select the appropriate Submission Unit. Click the **Next** button to access the *Home* page for the selected Submission Unit.

NOTE: Only the Submission Units that you have access to view will appear in the grid.

3. Use the search fields in the top section of the *Search Reports* screen (Figure 3) to locate a specific submission report.
4. Click the applicable *View* hyperlink in the “Action” column of the grid. The *Report Summary* screen opens (Figure 4).
5. Select the appropriate Validation Results line, and then click the *View* hyperlink in the “View” column.

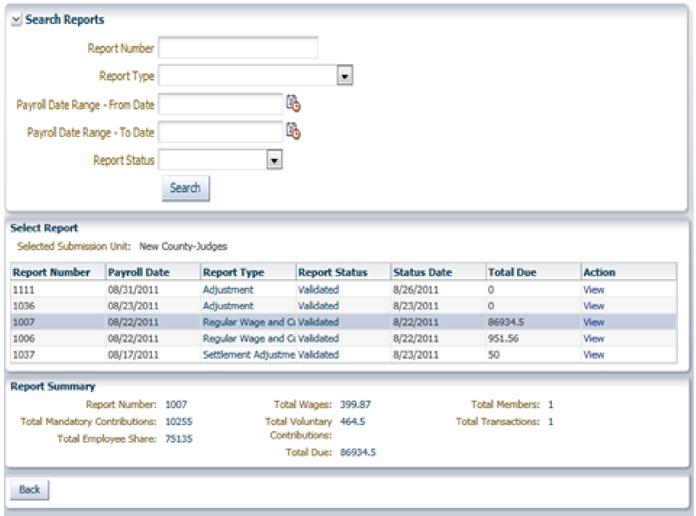

Figure 3: *Search Reports* Screen

To resolve errors via the submission reports section:

1. Click the *Resolve* hyperlink in the “Resolve” column of the appropriate Validation Results line (Figure 4). The *Resolve Transactions* screen opens.
2. Review the transactions in the grid on the *Resolve Transactions* screen.
3. Click the *Resolve* hyperlink next to the transaction you wish to resolve. An error summary opens (see Figure 2 on page 1).
4. Locate the data field(s) containing error(s).
5. Type the corrected information into the field(s).
6. Click the **Save and Revalidate** button. The transaction screen closes, and you return to the *Resolve Transactions* screen.
7. Once the updated transaction(s) passes validation, it will appear in both the ‘Transactions that Passed Validations’ and the ‘Transactions that Passed Validations and Have Not Been Submitted for Payment’ rows in the Validation Results grid on the *Report Summary* screen. Once the transaction appears in these two rows, you may process the transaction for payment by clicking the **Process for Payment** button.

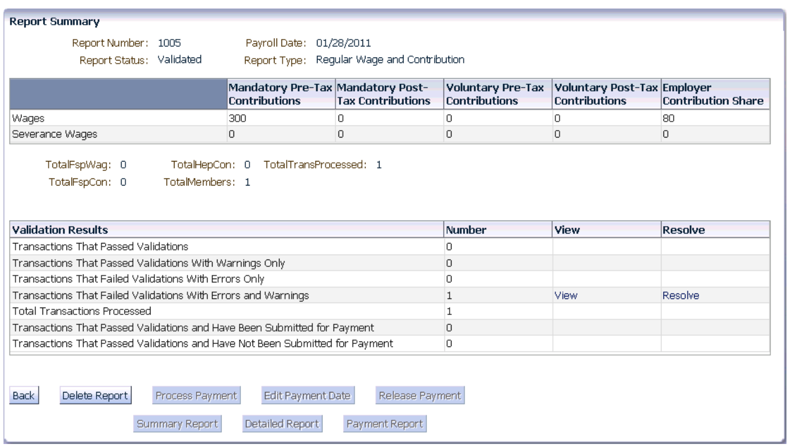

Figure 4: *Report Summary* Screen

NOTE: If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.

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